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I. Policy

- A.** The Department requires that all employees complete mandatory and required training as specified in this policy to ensure that all Department employees are trained adequately and in a timely manner upon hire and/or promotion, which will assist in maintaining compliance with Department policies.
- B.** Divisions and county health departments may create additional training not included in this policy and require employees to complete the additional training based on specific job duties or work location.
- C.** Licensed or certified employees are required to complete training courses as specified by the appropriate professional board or the Florida law under which they are licensed (for example, the Board of Nursing). Employees holding licenses or certifications are responsible for completing required courses as specified in their licensure agreements.
- D.** The Department's learning management system (LMS) is the official application used to document employees' completion of training. If another method is used to document employees' completion of training, the documentation must be readily available for any judicial or administrative purposes.
- E.** The annual mandatory training cycle for current employees will begin July 1 of each year. All new employees must complete mandatory trainings within the specified timeframe as required by statute, rule, or the Department. Current employees must enroll and complete annual mandatory trainings between July 1 and June 30 each year.
- F.** Violations of this policy may result in corrective action in accordance with the Department's disciplinary standards.
- G.** Managers and supervisors are responsible for ensuring that all employees and contractors under their direction receive a copy of, or have access to, this policy.
- H.** Course managers must provide content owners with reports or summaries of learner evaluation ratings, learner comments, and at a minimum, test item validity on an annual basis. If changes to the content are indicated by evaluation, data, or determined by content owners, the course manager must remove outdated content from the LMS, and post the revised content. Each fiscal year, whether or not there are content updates to existing training, course managers must disable all previous fiscal year classes and create new classes.

II. Authority

- A.** [Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, 45 Code of Federal Regulations \(C.F.R.\), Parts 160, 162, and 164.](#)
- B.** [Homeland Security Act of 2002](#)

C. [Chapters 440](#), and [448](#), *Florida Statutes (F.S.)*

D. [Sections 20.05\(1\) \(b\)](#), [20.43](#), and [23.30](#), *F.S.*

III. Supportive Data

A. Sections [110.112](#), [110.1221](#), [110.403](#), [112.311](#), [119.071](#), [119.0711](#), [119.0712](#), [119.0713](#), and [284.50](#) *F.S.*

B. [Rule 60L-36.004](#), *Florida Administrative Code (F.A.C.)*

C. [Governor's Executive Order 07-01](#)

D. [Governor's Executive Order 11-03](#)

E. [Homeland Security Presidential Directive 5 "Management of Domestic Incidents"](#)

F. Department of Health policies:

1. "Code of Ethics," [DOHP 30-2](#)
2. "Information Technology Section 508 Compliance Policy," [DOHP 50-4](#)
3. "Information Security and Privacy," [DOHP 50-10](#)
4. "Performance Evaluation," [DOHP 60-22](#)
5. "Violence in the Workplace," [DOHP 60-30](#)
6. "Equal Employment Opportunity," [DOHP 220-2](#)
7. "Methods of Administration, Equal Opportunity in Service Delivery," [DOHP 220-3](#)
8. "Sexual Harassment," [DOHP 60-35](#)
9. "Asset Typing Policy," [DOHP 310-1](#)

G. [DOH Employee Handbook](#)

H. [Performance Evaluation Form](#)

I. [Training Matrix](#)

J. [DOH Learning Management System](#)

IV. Signature Block with Effective Date

Signature on File	11/2/12
Kim E, Barnhill, MS, MPH	Date
Chief of Staff	

V. Definitions

- A. Course Managers:** Agency staff responsible for posting, managing, maintaining, and/or delivering training in their area of responsibility via the Department's learning management system (LMS).
- B. Content Owners:** Managers or their designees in program and support offices, bureaus, and divisions who set and manage policies and procedures, and who are subject matter experts over the content covered in the training.
- C. DOH Statewide Mandatory Training:** Educational courses that all employees must complete within a specified timeframe as required by law, rule, or the Department. See the [Appendix A](#) and/or the [Training Matrix](#).
- D. Elective Course:** A course or class approved by the employee's immediate supervisor on any professional or personal development topic.
- E. Employee:** For the purposes of this policy, an employee includes all full-time and part-time Department staff, as well as contract employees, and federal assignees of the Department of Health.
- F. Employee Development Plan:** A document describing the specific types of training an employee should obtain during an evaluation period as noted on the performance evaluation form.
- G. Health Insurance Portability and Accountability Act of 1996 (HIPAA):** The federal law that provides privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals, and other health care providers. These standards, developed by the U.S. Department of Health and Human Services, provide patients with access to their medical records, and give more control over how their personal health information is used and disclosed. This law represents a uniform, federal floor of privacy protections nationwide. State laws providing additional protections to consumers are not affected by this law.
- H. Learning Management System (LMS):** A web-based system available for employees and supervisors to enroll in training, track training, build and/or deliver online content, generate reports that document training delivery and completions, improve training content, and help determine training needs. The system catalogues training courses, registers participants, provides access to online courses, gathers/tracks employee training information, and it assists managers

and supervisors in assessing future training needs. For instructions on accessing the Department's official LMS, see [Appendix B](#).

- I. **Recommended Training:** Job-related educational courses that certain groups of employees are advised to take based on the nature of their work, or for professional development. See the [Training Matrix](#).
- J. **Required Training:** Job-related educational courses that certain groups of employees must complete based on the nature of their work. See the [Training Matrix](#).
- K. **Training Developers:** Department staff or contract personnel who use instructional design techniques, production skills, and tools to create or adapt materials for training purposes. The content may be supplied or specified by content owners.
- L. **Volunteer:** Any person who, of their own free will, provides goods or services to the Department with no monetary or material compensation from the Department, including regular service volunteers, interns, practicum students, and teen volunteers (age 14 to 17). See the [Policies and Procedures for Documenting, Supervising, and Report of Volunteer Activities, DOHP 365-1](#) for additional information.

VI. Protocol

A. Outcome

The Department is committed to providing essential training to all employees to ensure its staff has the knowledge, skills, and abilities to support the mission of the agency and to comply with applicable statutes, rules, and policies.

B. Personnel

All employees as defined in section V.

C. Competencies

- 1. All employees should have, at a minimum:
 - a. Knowledge of applicable state and federal laws and rules, and Department policies
 - b. Demonstrate the computer skills as required for their specific job-related duties
 - c. Knowledge of the Department's LMS, computer networks, websites, and policy web database

2. Supervisors must know how to access and interpret DOH LMS reports.
3. Training coordinators and course managers must have the knowledge necessary to coordinate and implement training.

D. Areas of Responsibility

1. **Supervisors** are responsible for:
 - a. Informing employees about mandatory, required, and annual training allowing time during working hours for completion of the specified training within the stated period after the hire or promotion date, and notifying employees about any new directives for mandatory and required training. Approval for employees to participate in training is at the supervisor's discretion based on pending assignments and workload. Supervisors must also ensure volunteers receive training as appropriate based on their roles and responsibilities. (i.e. if volunteers have access to protected health information or other information exempt from public records release and/or will access the DOH network, they must also complete the Information Security and Privacy training).
 - b. Knowing how to access the DOH LMS to ensure documentation exists for each employee's completed training so that it is readily and systematically accessible for administrative or judicial purposes.
 - c. Providing a report to their manager that indicates each of their employees' compliance or non-compliance with the policy for mandatory and required training on a periodic basis.
 - d. Assisting licensed employees with obtaining courses required by law for any given job-related license. Completion of the required training should be included as an expectation on the "Employee Development Plan" section of the Performance Evaluation form.
 - e. Discussing additional training to assist employees in professional development efforts and documenting additional training in the "Employee Development Plan" section of the Performance Evaluation form.
 - f. Approving employees' participation in an elective course on a professional or personal development topic.
2. **Employees** are responsible for:
 - a. Requesting supervisory approval to participate in training.

- b. Actively identifying, attending, and completing mandatory, required, annual, and other additional training courses selected to enhance their knowledge, skills, and abilities in their current job, as well as for professional job growth. Employees are responsible for completing any continuing education required for any license or certification they hold.
- 3. **Content Owners** are responsible for:
 - a. Determining the content (subject matter) of training.
 - b. Providing or assisting in the development of information to be included in the training.
 - c. Determining the target learners for the training, and the timing and frequency of learner completion of the training.
 - d. At least annually, reviewing the content of their trainings to determine if information in the training is accurate, and work with training developers and course managers to maintain and update the training as necessary.
- 4. **Training developers** are responsible for:
 - a. Creating or adapting training using information provided or specified by content owners.
 - b. Using best practices for instructional design and development to make training that is effective, efficient, and engaging for learners.
 - c. Making recommendations to content owners regarding design and development techniques, such as delivery methods, the manner of presentation of information, and adherence to laws regarding copyright and fair use.
 - d. Providing design and development support as necessary to maintain and update the content of training.
- 5. **Course managers** are responsible for:
 - a. Managing, maintaining, and posting, at least annually, training in the LMS that falls under their area of responsibility for DOH employees to enroll in and complete.
 - b. Providing Tier 1 support to employees under their area of responsibility.
 - c. Keeping abreast of the procedures related to the Department's LMS.

- d. Using available DOH LMS reports to assist with managing assigned students, managers, courses, and classes.

6. The **Office of Performance and Quality Improvement** is responsible for this policy.

VII. Procedures

A. DOH Statewide Mandatory Training

1. Courses that **all employees** must complete within **30 days of hire** are:
 - a. "DOH Information Security and Privacy"
 - (1) This training must be provided to employees having access to clients, confidential information, accessing information technology, or within 30 days of employment, whichever is earlier.
 - (2) Volunteers with access to protected health information or other information exempt from public records release and/or with access to the DOH network must also complete this course.
 - b. "DOH Code of Ethics"
 - (1) Volunteers must also complete this course to avoid conflict of interest issues.
 - c. "DOH Equal Opportunity"
 - d. "DOH Sexual Harassment Awareness"
2. Courses that all employees must complete within **60 days of hire** are:
 - a. "DOH New Employee Orientation" containing at least the following components:
 - (1) Description of the organizational structure of the Department of Health
 - (2) Identification of the "Ten Essential Public Health Services"
 - (3) How to apply the concepts of plain language
 - (4) How to provide customer service
 - b. "DOH Public Health Preparedness Orientation"

- c. "DOH IS 100b– Introduction to the Incident Command System" (ICS)
 - (1) This training is provided by the Federal Emergency Management Agency (FEMA)
 - d. "DOH Violence in the Workplace"
3. Courses that all employees must complete within **90 days of hire** are:
- a. "DOH IS 700a – National Incident Management System (NIMS)"
 - (1) This training is provided by the Federal Emergency Management Agency (FEMA)
4. Courses that all employees must complete **annually** are:
- a. "DOH Code of Ethics"
 - (1) Volunteers serving for more than one year must also complete this training
 - b. "DOH Equal Opportunity Awareness"
 - c. "DOH Information Security and Privacy"
 - (1) If applicable, volunteers serving for more than one year must also complete this training.
 - d. "DOH Sexual Harassment Awareness"
 - e. "DOH Violence in the Workplace"

B. Required Training

Some employees must complete required courses based on current or anticipated job duties and/or licensure or certification requirements.

- 1. Basic Supervisory Training Program (BSTP) –
 - a. Human Resources Overview - This training provides new supervisors and managers with the basic knowledge of critical administrative functions associated with the day-to-day supervision of employees. All supervisors/managers must complete this course within **six months of hire** into a supervisory position. It must include, at a minimum, the following components:

- (1) Recruitment/competencies/interviewing/background screening
 - (2) Performance evaluations
 - (3) Family and Medical Leave Act/Family Supportive Work Program (FMLA/FSWP)
 - (4) Workers' compensation, disability leave, and safety
 - (5) Attendance and leave
 - (6) Grievances and mediation
 - (7) Discipline
 - (8) Employee assistance program/drug-free workplace/workplace violence
 - (9) Equal Employment Opportunity/Americans with Disabilities Act/sexual harassment.
- b. Leadership Development Overview – This training provides supervisors and managers with skills about how to improve their ability to communicate, motivate, delegate, and coach their staff. All supervisors/managers must complete this course within **six months of hire** into a supervisory position. It must include, at a minimum, the following components:
- (1) Supervisor's roles and responsibilities
 - (2) Developing staff
 - (3) Communication
 - (4) Motivation
 - (5) Coaching
 - (6) Delegation
 - (7) Quality management

C. Recommended Training

1. All employees are encouraged to take at least one elective course each year to assist them in their professional development.

2. Every three years, all supervisors and managers should take as a refresher:
 - a. Basic Supervisory Training Program (BSTP)
 - (1) Human Resources Overview – portions or the entire training
 - (2) Leadership Development Overview

D. Frequency of Training

After mandatory trainings for new employees are determined as specified in this section of the policy, managers/supervisors are responsible for ensuring employees complete annual training as specified in this policy and if any required or follow-up training is needed.

E. Availability of DOH Statewide Mandatory Training

All mandatory trainings are located in the learning management system. Questions regarding access to training included in this policy should be addressed to the appropriate contact listed in [Appendix A](#).

F. Availability of Required Training

Required training courses may be available as classroom courses, web or videoconference courses, or online self-paced courses. Other options for completing training courses may be available depending on the topic or subject matter and resources.

G. Access to the Department's Learning Management System

Instructions for accessing the Department's learning management system are located in [Appendix B](#).

VIII. Distribution List

All Department of Health employees

IX. History Notes

Effective November 2, 2012, this policy replaces and supersedes the DOHP 300-1-10, DOH Training Policy, dated July 1, 2012

X. Appendices

Appendix A – DOH Statewide Mandatory Training and Contact List**Courses that all employees must complete within 30 days of hire:**

Course/Topic	Contact
DOH Code of Ethics Supporting Data: Chapter 112, Part III, <i>F.S.</i> , Article I, Section 24, <i>Florida Constitution</i> , Chapter 119, <i>F.S.</i> , Section 110.233, <i>F.S.</i> , Section 104.31, <i>F.S.</i> , Section 456.053, <i>F.S.</i> , 5 United States Code Section 1501-1506, Chapter 60L-36, <i>F.A.C.</i> , Governor's Executive Order 11-03, Section 391.037, <i>F.S.</i> , Section 216.262, <i>F.S.</i> , DOHP 30-2 Note: Volunteers must also complete this course. Follow-up Training: Annual updates are required for all employees and applicable volunteers.	General Counsel (850) 245-4005
DOH Equal Opportunity Supporting Data: 45, 80, 81, 83, 84, 86, 90, <i>CFR</i> , 29, <i>CFR</i> , 7 <i>CFR</i> 15, Section 110.105, <i>F.S.</i> , Section 110.201(3), <i>F.S.</i> , Chapter 112, <i>F.S.</i> , Section 112.042 and 112.043, <i>F.S.</i> , Chapter 760, <i>F.S.</i> , Chapter 60L, <i>F.A.C.</i> , Chapter 60K, <i>F.A.C.</i> , Governor's Executive Order 81-116, Governor's Executive Order 81-69, Chapter 60L-28, <i>F.A.C.</i> , DOHP 220-2, and DOHP 220-3 Follow-up Training: Annual updates are required for all employees.	Human Resource Management (850) 245-4188

Courses that all employees must complete within 30 days of hire:

Course/Topic	Contact
DOH Sexual Harassment Awareness 29 <i>CFR</i> , Section 110.105(2), <i>F.S.</i> , Chapter 760, <i>F.S.</i> , Rule 60L-36.004, <i>F.A.C.</i> , Governor's Executive Order 81-69, Section 119.071(2)(g)1.a. and 2, <i>F.S.</i> , DOHP 60-35 Follow-up Training: Annual updates are required for all employees.	Human Resource Management (850) 245-4188
DOH Information Security and Privacy Supporting Data: Public Law 104-191, 45 Code of Federal Regulations (C.F.R.), Parts 160 and 164, 16 C.F.R., Section 681, <i>et seq.</i> , 282.318, <i>F.S.</i> , DOHP 50-10 and DOHP 50-4 Note: Volunteers with access to protected health information or other information exempt from public records release and/or will access the DOH network, must also complete this course. Follow-up Training: Annual updates are required for all employees and applicable volunteers.	Information Technology (850) 245-4060

**Courses that all employees (unless otherwise specified) must
complete within 60 days of hire:**

Course/Topic	Contact
DOH New Employee Orientation Supporting Data: Section 23.30, <i>F.S.</i> , Governor's Executive Order 07-01, and DOH Requirement Follow-up Training: None Exempt Employees: OPS, contract, and federal assignees.	Office of Performance and Quality Improvement (850) 245-4008
DOH Public Health Preparedness Orientation Chapter 252, <i>F.S.</i> , Homeland Security Presidential Directive 5, DOHP 310-1 Follow-up Training: As required by position description. Exempt Employees (or at the discretion of their supervisor): OPS, contract, and federal assignees.	Preparedness and Response (850) 245-4040

Courses that all employees (unless otherwise specified) must complete within 60 days of hire:

Course/Topic	Contact
DOH IS 100.b – Introduction to the Incident Command System Supporting Data: Homeland Security Act of 2002, Chapter 252, <i>F.S.</i> , Homeland Security Presidential Directive 5 "Management of Domestic Incidents," DOHP 310-1 Follow-up Training: As required by position description. Exempt Employees: OPS, contract, and federal assignees.	Preparedness and Response (850) 245-4040
DOH Violence in the Workplace Supporting Data: Section 110.1091, <i>F.S.</i> , Chapter 60L-36, <i>F.A.C.</i> , Section 112.0455(11), Section 112.313(8), <i>F.S.</i> , Sections 119.07(1) and 119.07(3), <i>F.S.</i> , DOHP 60-30 Follow-up Training: Annual updates are required for all employees.	Human Resource Management (850) 245-4188

Course that all employees (unless otherwise specified) must complete within 90 days of hire:

Course/Topic	Contact
DOH IS 700.a - National Incident Management System, An Introduction Supporting Data: Homeland Security Act of 2002, Chapter 252, <i>F.S.</i> , Homeland Security Presidential Directive 5, DOHP 310-1 Follow-up Training: As required by position description. Exempt Employees: OPS, contract, and federal assignees.	Preparedness and Response (850) 245-4040

**Course that all supervisors/managers must
complete within 6 months of hire into a supervisory position:**

**Basic Supervisory Training Program (BSTP)-
Human Resources Overview**

Human Resource Management
(850) 245-4188

Supporting Data: DOH Requirement - newly
hired or newly promoted supervisors.

Follow-up Training: Refresher recommended
every three years.

**Basic Supervisory Training Program (BSTP)-
Leadership Development**

Office of Performance and Quality
Improvement
(850) 245-4008

Supporting Data: DOH Requirement – newly
hired or newly promoted supervisors. Section
110.403, F.S.

Follow-up Training: Refresher recommended
every three years.

Appendix B –Instructions for Accessing the DOH Learning Management System

To ensure that the new employee successfully registers, we encourage following the steps below. Also available for use is the [Trak-It FAQ](#) document specifically designed for the [new employee](#) *.

Step 1:

Please use the “[Trak-It Student Manual](#)” for registration. The “Trak-It Student Manual” provides detailed instructions for each registration field. See Section 2.5 in this document.

Step 2:

View the “Welcome to [Trak-It](#)” [presentation](#). It provides an orientation to Trak-It along with guidelines to assist employees in completing the student registration.

Step 3:

Begin the student registration process by clicking the "New Students" link on the Trak-It [log-in web page](#) or the link on the last [Trak-It presentation](#) slide.

Step 4:

Use the “Trak-It Student Manual” and thoroughly complete the student registration. Please remember your log-in user name and password. Employees are encouraged to contact their [Local Trak-It Coordinator](#) or the [Trak-It Support](#) team for assistance. **Note:** After completing the registration, it is the **employee’s responsibility to maintain** their student profile information.

Step 5:

Once the student registration is complete, Trak-It will redirect you to your personalized Trak-It student home page. Your enrollment in the DOH mandatory trainings is automatic. Once logged into the Trak-It system, you can find your DOH mandatory trainings by clicking on the “Classes – Enrolled” tab, located on the student home page. See Section 6.3 in the “Trak-It Student Manual” for detailed information.

*If you previously served as a contractor, sub-contractor, intern, or volunteer, please do not register in Trak-It. Contact your local Trak-It coordinator or the DOH LMS Support Team to avoid creating a duplicate account.